

**Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
September 19, 2002
*Minutes***

County Attendees: **Jackie Bennett**, Racine Co. HSD; **Joanne Faber**, Washington Co., DSS;
Liz Green, Dane Co. DHS; **Ed Kamin**, Co-Chair, Kenosha Co. DHS;
John Rathman, Outagamie Co.; **Sheryl Siegl**, Winnebago Co. DHS;
Gary Bailey, Rock Co. HSD; **Felice Riley**, Milwaukee Co, DHS;
Charlotte Williams, Milwaukee Co. DHS; **Verlene Perry-Newburn**,
Milwaukee Co. DHS, **Lynn Brenner**, Calumet Co.

State Attendees: **Susan Wood**, Co-Chair, DHFS/DHCF/BIMA; **Cheryl McIlquham**,
DHFS/DHCF/BHCE; **Rick Zynda**, DHFS/DHCF/BIMA; **Amy Mendel-
Clemens**, DHFS/DHCF/BIMA/Call Center; **Bob Martin**, DWD;
Jodi Ross, DHFS/DHCF/BIMA; **Marsha Williamson**, DHFS/DHCF/
BIMA; **Brian Fangmeier**, DHFS/DHCF/BIMA/QA; **Essie Herron**,
DHFS/DHCF/BIMA, Milwaukee Region; **Scott Riedash**,
DHFS/DHCF/BHCE; **Rita Black-Radloff**, DWD/DWS/BWP;
Lisa Hanson, BIMA-PIC; **Sara Pynenberg**, DHFS/BIMA; **Donna King**,
BIMA-PIC

Other Attendees: **Beth Smith**, AFSCME

1. Administrative Items

Minutes for the last meeting will be available along with the minutes from this meeting.

2. Random Moment Time Study (RMTS) Pilot

Cheryl Thompson of the Bureau of Fiscal Services in the Department of Health and Family Services (DHFS) Division of Management and Technology reported on the status of this project on behalf of DHFS and asked for feedback from the Income Maintenance Advisory Committee members. Issues include:

- Worker availability to take the RMTS calls. Local agencies reported that the workers will generally not be able to take the call from the person conducting the sample at the time the call comes in. They expect to handle that by having the workers keep 100% time and activity records, so that they can respond back to the RMS with what they were doing at the point in time for which they were sampled.
- Concerns about unanticipated fiscal consequences. The impact of this time study could be that as an agency has unused balances on one contract, there will be an increase in overmatch on another contract.

- Local use of the Local Personnel Master File is also a concern, as agencies depend on this source data for county-specific management purposes and if it is replaced, they will need another way to obtain this information.

Agencies were encouraged to send a representative to the statewide meeting the following week to discuss these issues in more detail.

3. Subcommittee Reports

- C & I Coordination – John Rathman

This group has prioritized FSET issues to work on immediately – a written list of issues under discussion was provided.

- IT Users Group – Bob Martin

Debbie Bigler of Milwaukee County has accepted the nomination to serve as co-chair. CARES suggestion forms will be reviewed and prioritized by this committee. Two new items have been suggested as additions to work plan:

- A. IT conference for county IT staff
- B. Statewide change center business model

- Program Simplification:

Co-chair Joanne Faber reported for the committee. A draft Food Stamp only application has been developed for use on home visits and when CARES is not available. Once finalized it will be published on the DHFS web site.

First priority for Farm Bill policy changes is the asset definition, and verification requirements for assets. Once this is completed will focus on the income definition and change reporting options.

It is expected that there will be changes to the treatment of income from student loans and grants and to income received by high school students.

The group is also examining impact of disregarding other income sources such as:

- | | |
|---|------------------------------|
| - Charitable contributions | - Profit sharing |
| - Tribal gaming | - Gifts |
| - Jury Duty | - Interest and Dividends |
| - Room/Board | - Blood and plasma donations |
| - Severance pay – in the first month received | |

One other income issue before the group is the treatment of child support payments made by the household, as federal law now permits some options.

- QC/Error Reduction – Jackie Bennett and Marcia Williamson

As many of the committee attended the Food Stamp Big Ten Conference there was no meeting in August.

- Workload Study Committee – Ed Kamin and Susan Wood

John Rathman and Lynn Brenner are working on a justification for a cost of living increase to the IM Administrative Allocation.

4. SeniorCare Update – Cheryl McIlquham

- 51,000 enrollees
- 5 - 6,000 calls per week

Asset information has been added to approval notices

5. Family Planning Waiver – Scott Riedasch

Scott provided a written report (attached) with a program overview and timeline. This program will be implemented in January 2003. It is a new Medicaid benefit. There is a presumptive eligibility component.

6. Presentation on Change Center Models

Milwaukee County has created and implemented a Change Center to process reports from recipients about changes in circumstances. Charlotte Williams and Verlene Perry-Newburn manage this Change Center and reported on the concept, how it was implemented and operates, and the status of countywide implementation.

The Milwaukee Change Center:

- Links calls to CARES
- Has recipient information on screen when worker gets the call
- Volume is about 10,000 calls per month
- Change center workers can add case comments for worker benefit
- 7 Staff
- Menu tracks, monitors, and routes all calls
- System tracks all things within the calls i.e., time on call, hang-ups, transfers, etc.

Lisa Hanson of DHFS reported on information she has obtained from other states about change center models. She is continuing to seek out information and will be able to provide more information at a later date.

As there was great interest but limited time for discussion about the applicability of this model to other agencies – there will be more time for discussion on this issue at future meetings.

**Family Planning Waiver
Overview and Timeline – September 19, 2002**

Program Component	Description
Est. Enrollees	<ul style="list-style-type: none"> 47,000: (Yr. 1 = 11,750, Yr. 2 = 20,563, Yr. 3 = 29,376, Yr. 4 = 38,189, Yr. 5 = 47,000)
Eligibility Criteria	<ul style="list-style-type: none"> Wisconsin resident, female, 15-44, income at or below 185% of the FPL, no asset test, not already MA/BC.
Presumptive Eligibility	<ul style="list-style-type: none"> Qualified Providers determine women presumptively eligible for FPW using one page PE application form. Send directly to EDS; Forward Cards issued. PE certification period lasts for two months after month of PE determination. Must apply formally with the county for benefits beyond PE period.
Application	<ul style="list-style-type: none"> Women can apply for the FPW using the Medicaid/BadgerCare application form. Requires minor revision to current form/instructions. Application can be accomplished in person (at county economic support agency), via phone, or mail.
Benefit Period and Services	<ul style="list-style-type: none"> 12 month benefit period. Benefit = Medicaid covered family planning services.
Timeline/ Status	<ul style="list-style-type: none"> CARES Business Requirements: Completed August 15, 2002. CARES Design Sessions: Began August 29, 2002. CARES Coding: Begin October 7, 2002. CARES System Testing: Begin November 11, 2002. CARES/MMIS User Acceptance Testing: Begin December 16, 2002. Train Qualified Providers on PE: December 2002. Operations Memo to Economic Support Agencies: December 2002. Train Economic Support Staff: January 2003. Implement PE: January 1, 2003. Accept mail-in, phone-in and in-person applications: January 1, 2003. Automated eligibility determinations in CARES: January 29, 2003.